

KNOW WHEN TO GO

Your guide for where to go when you need medical care.

	Conditions treated*	Your cost and time
Emergency room (ER) For immediate treatment of critical injuries or illness. If a situation seems life-threatening, call 911 or go to the nearest emergency room. Open 24/7.	<ul style="list-style-type: none"> • Sudden numbness, weakness • Uncontrolled bleeding • Seizure or loss of consciousness • Shortness of breath • Chest pain • Head injury/major trauma • Blurry or loss of vision • Severe cuts or burns • Overdose 	<ul style="list-style-type: none"> • Highest cost. • No appointment needed. • Wait times may be long, averaging over 4 hours.**
Urgent care center For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.	<ul style="list-style-type: none"> • Minor cuts, sprains, burns, rashes • Fever and flu symptoms • Headaches • Chronic lower back pain • Joint pain • Minor respiratory symptoms • Urinary tract infections 	<ul style="list-style-type: none"> • Costs lower than ER • No appointment needed • Wait times vary
Doctor's office The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.	<ul style="list-style-type: none"> • General health issues • Preventive care • Routine checkups • Immunizations and screenings 	<ul style="list-style-type: none"> • May charge copay/coinsurance and/or deductible • Usually need appointment • Short wait times
Convenience care clinic OAP, CDHP and Limited Retirees of TX plans only Treats minor medical concerns that aren't life threatening. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.	<ul style="list-style-type: none"> • Common cold/flu • Rashes or skin conditions • Sore throat, earache, sinus pain • Minor cuts or burns • Pregnancy testing • Vaccines 	<ul style="list-style-type: none"> • Same or lower than doctor's office • No appointment needed • Wait times about 15 minutes or less
Limited plan members only-check with your physician group for after hour clinics or make an office appointment. Call Cigna 24 Hour Health Information Line to speak with a Registered Nurse 24/7 at 1.800.997.1406		

Greater

cost and time

Lower

*List is not all-inclusive

**Urgent Care Management Monthly November 2010

GO YOU



The Listing of health care professionals and facilities in the online directory does not guarantee that services rendered by that professional or facility are covered under your medical plan. Check your official plan document for information about services covered or call Cigna Customer Service at 1.800.997.1407. (See back of your Cigna ID card). The information provided here is for information purposes only. During a medical emergency, go to the nearest hospital or call 911.

KNOW WHERE TO GO

Urgent Care Facilities Used by Plan

All Cigna Medical Plans	Community Emergency Center – San Felipe 6363 San Felipe St (at Winrock) Houston, TX 77057 713-972-8300 Open 24/7	St. Luke’s Community Emergency Center 2727 W. Holcombe Blvd. Houston, TX 77025 832-355-7525 Open 24/7	Community Emergency Center - Pearland 11713 Shadow Creek Parkway (at Kirby) Pearland, TX 77584 713-793-4600 Open 24/7
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Cigna OAP (Full) Plan, CDHP or participants who selected Renaissance or Mayor Group in the Cigna Limited Plan	Cigna Open Access, CDHP, and participants in the Limited Plan who uses Renaissance Physicians or the Mayor Healthcare Group can visit any of the Urgent Care Centers that participate in the Cigna Open Access Plus network at their applicable UC benefit. Log on to mycigna.com and look under Facilities or call 1.800.997.1406 for a list of these Urgent Care Centers		
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KelseyCare in the Cigna Limited Plan	All other participating Urgent Care Centers in the Cigna KelseyCare network (outside of those listed below) are available to KelseyCare members at the applicable Urgent Care copayment. Convenience Care Clinics are <u>NOT</u> an option for KelseyCare members residing in the Greater Houston Area. The Kelsey-Seybold after hour clinics is also available. Kelsey-Seybold offers appointment hours on Saturdays from 9:00 a.m. to 2:00 p.m. at their <u>West, Spring and Clear Lake</u> Clinics. These regional clinics offer pediatric and adult primary care services as well as routine lab and radiology services during clinic hours. Their <u>Katy, Fort Bend</u> and <u>Kingwood</u> locations also offer Saturday pediatric appointments. To schedule a Saturday appointment, please call our Contact Center at 713-442-0427 .		
Adult	West 1111 Augusta Drive Houston, TX 77057 713.442.2400	Spring 15655 Cypress Woods Medical Drive, Suite #100 Houston, TX 77014 713.442.1700	Clear Lake 17448 Highway 3 Houston, TX 77014 713.442.4500
Pediatric	Katy 21660 Kingsland Blvd. Katy, TX 77339 713.442.4100	Fort Bend 11555 University Blvd Sugar Land, TX 77450 713.442.9100	Kingwood 2755 West Lake Houston Parkway Kingwood, TX 77339 713.442.2100

KNOW WHO TO CALL

Health Information Line Program Overview

- Caring Registered Nurses provide telephonic access for members who request health and medical information and guidance 24-hours-a-day, 7-days-a-week
- Our nurses provide education, counseling and support to empower members with the right information, at the right time to make better health decisions.
- Call **1.800.997.1406** to speak to a nurse today!

After-Hours Nurse Hotline for Kelsey-Seybold Patients

When you call **713-442-0000** after regular business hours, you can speak to a trained registered nurse for immediate assistance with symptoms or illnesses. Registered nurses are available 24 hours a day to provide advice on routine, urgent and emergency medical conditions and help patients decide on the best course of action to meet their medical needs. To access a registered nurse, patients can call their personal care physician's office during normal business hours and ask to speak with a nurse. For urgent medical needs after business hours, on weekends or holidays, patients can call **713-442-0000**.

KNOW WHAT TO PAY

CITY OF HOUSTON HEALTH BENEFITS PLAN DESIGN COPAYMENTS/COINSURANCE

PLAN	UC	ER	PCP OFFICE
Limited Network	\$60	\$200	\$35
Retirees of TX	\$60	\$200	\$35
OAP (Full)	30%*	\$75	\$40
CDHP (HRA)	20%*	20%*	20%*

**After plan deductible has been met*

Average Cost

City of Houston Urgent Care center cost

Member pays from \$60.00
to 20% after the deductible
has been met.*

Average City of Houston Urgent Care Cost - \$217

City of Houston hospital ER cost

Member will pay \$200.00
to 30% after the deductible
has been met.*

Average City of Houston ER Cost - \$1,344

**Depending on City of Houston plan enrolled in.*

GO YOU



CignaSGreen 09/13